

PowerWind Troubleshooting Guide

New PowerWind, does not work		
1. Tape removed from battery cap?	1. Remove yellow tape from battery cap.	
2. Battery cap installed properly?	2. Remove and reinstall the battery cap. Make sure the terminals on the battery go inside the terminals on the battery cap.	
3. Battery fully charged?	3. Charge the battery. The light on the charger is green when the battery is fully charged. The charger must be plugged into the wall to get an accurate reading on the light.	
4. Battery installed into PowerWind properly?	4. The battery must fall behind the two tabs in the battery housing. The battery should be pushed in and down at the same time to make it seat properly.	
5. Battery contacts in side panel seated properly?	5. Remove the battery and examine the contacts inside the battery housing (on the side panel). The contacts should be vertical. Open the lid and examine the back of the battery housing. The contacts should be tight against the housing. If they are loose, push them back into place from the back.	
6. Lid switch seated properly?	6. Check the switch under the lid. It should be tightly secured to the side panel. If it is loose, push it onto the post until the snap engages.	
7. Lid switch being activated when lid is closed?	7. Open the lid and depress the lid switch by hand, then depress the foot pedal. If the unit running it again with the lid closed (make sure the lid closes all the way). If it does not run the second time, replace the lid.	
8. Motor wires connected?	8. Remove the motor cover. Make sure both wires are securely attached to the motor. Reconnect the terminals if they are loose.	
9. Foot pedal switch seated properly?	9. Open the belt cover and reposition the switch on the posts. Carefully reinstall the belt cover and try again.	

PowerWind runs intermittently		
	1. Battery cap installed properly?	1. Remove and reinstall the battery cap. Make sure the terminals on the battery go inside the terminals on the battery cap. Also check to be sure there are no signs that plastic melted onto the battery cap bands. When the battery is not fully inserted behind the two front tabs, this creates high heat and arcing which damages the pathway, preventing the unit from operating. Replace the cap.
	2. Battery installed into PowerWind properly?	2. The battery must fall behind the two tabs in the battery housing. The battery should be pushed in and down at the same time to make it seat properly.
	3. PWC Only. Pushing on entire pedal?	3. When pushing down on the pedal, make sure the entire pedal is being used. Pushing on the tip alone can cause sporadic operation.
	4. Lid switch seated properly?	4. Check the switch under the lid. It should be tightly secured to the side panel. If it is loose, push it onto the post until the snap engages.
	5. Motor wires connected?	5. Remove the motor cover. Make sure both wires are securely attached to the motor. Reconnect the terminals if they are loose.
	6. Circuit breaker activating?	6. Will the unit run again after waiting a minute? If so, the circuit breaker is cutting out. Reduce the load on the unit by doubling the hose back on itself. Rubber hose is very heavy, and can cause the breaker to trip as well. Vinyl hose should be used.

PowerWind ran before, but now won't run		
1. Battery fully charged?	1. Charge the battery. The light on the charger is green when the battery is fully charged. The charger must be plugged into the wall to get an accurate reading on the light.	
2. Battery cap installed properly?	2. Remove and reinstall the battery cap. Make sure the terminals on the battery go inside the terminals on the battery cap.	
3. Battery installed into PowerWind properly?	3. The battery must fall behind the two tabs in the battery housing. The battery should be pushed in and down at the same time to make it seat properly.	
4. Is the battery cap damaged?	4. Look inside of the battery housing to see if there is excessive rust on the terminals. If there is a lot of rust, remove the terminals from the back using a flat blade screwdriver. Use steel wool or fine sandpaper to remove the rust. Reinstall the terminals.	
5. Battery contacts rusted?	5. Are there signs of melted plastic around the contacts on the battery cap? If so, this indicates the battery was not installed properly at some point in time. The battery cap needs to be replaced, and the battery needs to be installed properly.	
6. Circuit breaker activating?	6. Will the unit run again after waiting a minute? If so, the circuit breaker is cutting out. Reduce the load on the unit by doubling the hose back on itself. Rubber hose is very heavy, and can cause the breaker to trip as well. Vinyl hose should be used.	
7. Are the switches damaged?	7. Open the belt cover and remove the switch. Open the switch and examine the contacts for burn marks. If there are signs of burning or corrosion, replace the switch. Repeat this for the lid switch.	
8. Foot pedal switch seated properly?	8. Open the belt cover and reposition the switch on the posts. Carefully reinstall the belt cover and try again.	

PowerWind runs backwards

	1. Reel runs the incorrect direction.	1. Remove the motor cover and switch the motor wires.
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Hose is difficult to unwind

	1. Belt not positioned properly on pulleys	1. Remove the belt cover. Position the belt so it is centered on the pulleys. The belt should not be riding on the edges of the pulleys.
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Loud clicking when motor runs, reel may or may not turn.

	<ol style="list-style-type: none"> 1. Gear pulley disengaged 2. Gear cover coming loose 	<ol style="list-style-type: none"> 1. Remove the belt cover. Push the gear pulley in. Push the axle in. Replace the belt cover being sure that the axle seats in the belt cover properly. 2. Make sure the gear cover is snapped down in all locations. A mallet may be required to push in the snaps. Manually turn the tracker bar to help mesh the gears if there is difficulty getting the snaps to engage.
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Motor runs, no loud clicking and reel does not turn

	<ol style="list-style-type: none"> 1. Pedal not being pushed hard enough 2. Check pulleys and belt for wear 3. Make sure shaft on gearmotor is turning 4. Make sure all pulleys and gears are installed 	<ol style="list-style-type: none"> 1. The pedal should be pushed down as far as possible when reeling in a hose. On the PWC150, be sure to use the entire surface of the pedal. 2. Open the belt cover and remove the belt and pulleys. The belt should have grooves on the inside. The pulleys should have mating grooves. There should be no signs of melted plastic on the pulleys. Replace the belt and pulleys if there are signs of excessive wear. 3. Remove the belt cover and disconnect all hose from the reel. Depress the foot pedal to make sure the shaft on the gearmotor is turning. If it does not turn but the motor can be heard, replace the gearmotor. 4. Disconnect all hose from the reel. Turn the tracker screw by hand. The reel should turn at the same time. If it does not turn, the idler gear between the tracker and the reel is missing or not engaging. Next, remove the belt cover. When the gear pulley is removed, gear teeth should be visible from the inside of the unit. If they are not visible, an idler is missing.
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Tracker is not tracking correctly		
	<ol style="list-style-type: none"> Hose size incorrect Tracker is not lined up properly at the start. 	<ol style="list-style-type: none"> The PowerWinds are designed to use 5/8" vinyl hose. 5/8" rubber hose is bigger. Rubber hose in general tends to be bigger, which can throw off the tracker. If 1/2" hose is used, the hose will not pack as tightly as it could. Suncast recommends that 5/8" vinyl hose be used for the best results. Reposition tracker by pulling up on the center and twisting to lock open. Move tracker fully to left and then untwist and locate onto screw-bar. Be sure tracker moves to the right to start winding.

Motor runs continuously unless lid is lifted up		
	Foot pedal switch may be out of position	Remove battery. Remove belt cover. Observe if switch is mounted over the 2 plastic pins. If not, position correctly onto these pins. Replace cover by flexing slightly to pop into place and then re-screw securely.